

Implementing Lean Principles at Statewide Vendor Desk improves accuracy and saves staff time!



The Statewide (SW) Vendor Payee Unit manages the Statewide Vendor File, which contains a record of every vendor that does business with Washington State Government.

When a vendor elects to receive payment by electronic funds transfer (EFT), the SW Payee Unit updates banking information in the vendor file and generates an inquiry, called a “pre-note,” to

**Time spent per year verifying Pre-note
BEFORE change:
372 hours/46 working days/2 months**

**Time spent per year verifying Pre-note
AFTER change:
ZERO**

the vendor’s financial institution that verifies both the bank routing and account numbers. In the past, Payee Unit staff would then manually add a Y (for Yes) to the record’s pre-note flag field to indicate that the inquiry was initiated on the bank account. At the end of each day, staff would complete a review of all changes made to vendor banking data, and

verify that the pre-note flag was set to Y when any bank account field changes were made. Since the pre-note flag field was manually entered by staff, this step was often overlooked, which could result in delayed electronic payments to the vendor.

To save staff time and prevent unnecessary delays with vendor EFT payments, a simple change was made that automatically sets the pre-note flag field to Y if information is updated or added to account and routing number fields. This eliminates the need for SW Payee Unit employees to manually set the field, making the daily review on changing vendor banking records unnecessary.

Enterprise Technology Service staff needed about a day to develop and implement this change, which saves SW Payee Unit staff over TWO MONTHS of staff time each year! Staff now spends zero hours validating pre-check flags, and vendors are no longer at risk of receiving delayed payments due to this step being overlooked.